



Property Risk Practice – Overview

The Property Risk Practice are a team of specialists who focus on property risk management from fire, theft, storm, flood and other specific areas such as business interruption.

We help customers and business partners identify potential vulnerabilities with buildings and property.

What does the Practice do?

We deliver a range of services that include the following areas:

- Fire and perils surveys including estimation maximum loss potential.
- Risk selection and pricing guidance for Zurich Underwriters.
- Security surveys.
- Reinstatement cost surveys.
- Computer facilities risk surveys.
- Business interruption reviews.
- Training courses.

What makes us different?

1) The team

The Property Practice are a team of specialists in property risk management. The team are technical experts who focus on protection of property from fire, theft, storm, flood and other specific areas such as business interruption. At the operational level our specialists are all accredited and are recognised experts in their field.

The Property Risk Analysts team has a wide range of qualifications and experience in the assessment of fire and security risks, with specialists in both the private and public sectors.

Their qualifications include fire engineering and risk management to degree level, and qualifications from a number of professional bodies including the Institute of Fire Engineers, the Chartered Insurance Institute, the Institute of Risk Management and the Institute of Chartered Surveyors.

Our risk professionals are experienced in engaging and delivering solutions effectively at all levels of the organisation.

Our existing customer base ensures that we have vast knowledge and experience of assessment and reporting on numerous types of premises and sites. In particular, we are specifically experienced in dealing with very large multi-building campus sites, such as major universities and hospitals and major commercial organisations. We are thus aware of, and very experienced in, addressing the issues associated with such organisations.

In addition, our team has extensive knowledge of historic properties, through work with major customers, including the National Trust.

2) Our approach

We help our customers and business partners identify potential vulnerabilities with buildings and property. As part of the process, we outline cost-effective improvements that will help eliminate or reduce the extent of damage, should an incident occur.

In most cases we start by interviewing key staff to establish procedures and management practices. This is followed by an inspection of the facilities focussing on the key areas that could potentially impact on the running of the organisation.

Following the inspection of the facilities, we discuss our findings and outline the positive features and areas for improvement. This ensures that the customer is aware of what issues will be included in the report and allows them to take immediate action if appropriate.

Finally we produce a report that outlines our findings and details and prioritises the recommendations for improvements. Where required, we can also formally present back our findings to key representatives of the organisation.

continued overleaf ▶

Examples of Services

The majority of the work completed by the property team is specifically requested by Zurich Underwriters to assist them with risk selection and pricing. The reports provide a level of detail that outline the building construction, its occupation and the estimated maximum loss that could arise from an insured peril.

In addition to services completed for Zurich Underwriters, the Property Team also have a range of services available to our customers.

Fire Surveys

The product will help the organisation to identify vulnerable building areas and where cost-effective improvements may be necessary; enabling the organisation to protect its assets should an incident occur. The survey starts with interviews of key staff followed by a detailed inspection of the facilities.

Objectives

The survey identifies and comments on:

- Site location, spread of buildings and exposure from the surroundings.
- Brief details of construction and occupation, concentrating on features affecting the fire risk.
- Flammable liquids and hazardous materials use and storage.
- Overview of building services and potential fire risks.
- Fire extinguishing appliances, automatic fire detection, fire fighting water supplies and any sprinkler protection or gas extinguishing systems.
- Fire Brigade attendance and access.
- Management procedures including risk assessment, fire safety training, housekeeping and control of contractors.
- Security against arson.

Security Surveys

The product will help the organisation to make reasonable changes and implement systems, where required, that improve the security of the premises, enabling the organisation to protect its assets from the risk of theft.

The survey starts with interviews of key staff, for example, the security manager, finance director and computer manager, to develop an understanding of how the premises are used and operated. This is followed by a detailed inspection. Photographs can be taken to highlight areas of vulnerability subject to agreement by the customer.

Objectives

The survey identifies and comments on:

- Site security and access points.
- Physical security of the building to include construction, doors and windows.
- Access to the building both inside and outside normal working hours.
- Electronic protection devices such as intruder alarms and CCTV.
- Management procedures for locking up, key control and staff instructions.
- Cash retention, safes and valuable equipment.
- Vulnerable areas within the building.

Reinstatement Cost Surveys

An inspection of sample portfolios will be made based on a list of properties supplied by the organisation. Measurements will be taken on site and from plan drawings. These will then be compared to the Building Cost Information Service (BCIS) nationally recognised criteria to obtain the reinstatement costs. The figures will be presented in a report in a tabulated way for easy reference, helping the organisation ensure that correct reinstatement costs are declared to their insurers.

Objectives

The reinstatement cost assessments surveys will be based on:

- Size and type of property.
- Construction.
- Permanent fixtures and fittings.
- Geographical element.
- Inflation.

Computer Facilities reviews

This survey helps the organisation to make reasonable changes and implement systems, where required, that improve fire prevention and the security of the computer facilities.

The survey starts with interviews of key staff, for example, the security manager, computer room manager, building services manager and the risk and insurance manager, to develop an understanding of how the facilities are used and operate. This is followed by a detailed inspection of the facilities, enabling the organisation to protect its assets should an incident occur.

Objectives

The survey identifies and comments on:

- The adequacy of fire detection and fire protection systems.
- Construction and fire separation of the computer area.
- Cable protection arrangements.
- Access control systems.
- Risk of damage from water ingress.
- Security systems, including CCTV and intruder alarm protection.
- A review of emergency back-up procedures.

Training Courses

The training allows customers to train nominated staff on the requirements of the Fire Safety Order and how to complete a fire risk assessment. On completion of the course, delegates will be able to take their practical experience back to the workplace and start the process of completing fire risk assessments.

Objectives

The training covers:

- Why the Fire Safety Order has been produced.
- The scope of the Fire Safety Order.
- The required involvement of the customer.
- A desktop exercise in carrying out a risk assessment.
- An on-site risk assessment at a location selected by the customer and agreed with the presenter.

Why Zurich?

- We can provide risk management guidance and support that covers the whole spectrum of risk – from general liability to business interruption, from safety and security through to information management – we provide tailored solutions to meet our customers needs.
- All our strategic and operational risk professionals are specialists in their discipline with in-depth knowledge and expertise in their chosen fields.
- We work within a quality assurance framework assessed and certified to meet the requirements of ISO9001; 2008.
- Our risk professionals are experienced in engaging and delivering solutions effectively at all levels of an organisation.
- We help our customers to identify threats to their organisational success, whilst offering opportunities to make innovations and performance improvements.
- We can provide a wide range of risk solutions to our customers from industry recognised training courses, through to support in building bespoke learning and development initiatives.

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